

Service Bulletins

History of Pairing with QWERTY Remote and 3D Glasses

Symptom: Customers are asking for replacement QWERTY remote or Bluetooth 3D glasses, even if they don't have defects

Solution: To prevent, call agent can check the history that customer already paired QWERTY remote and 3D glasses. Go to menu, support and select ""Contact Samsung"" (flagged for history). Even customers reset TV, history still remains

Part No.	Description
BN94-04355K	ASSY PCB MAIN;UN55D7000LFXZA C
BN95-00440A	PRODUCT LCD;LTJ550HQ02-V,8BITS,55INCH,16
BN95-00501A	ASSY T CON;7.8K 55" BN96-16493A,LSJ550HQ
BN96-16722D	ASSY GUIDE P-STAND;UD7000-8000,SAMEX,PC,
BN96-16858A	ASSY BRACKET P-STAND LINK;UD7000 40/46/5
BN96-16861K	ASSY COVER P-MIDDLE;UD7000 55,UO,LO,MABS
BN96-16877A	ASSY COVER P-REAR;UD6500 55,UO,PCM,T0.45
BN96-16959A	ASSY STAND P-BASE;UD8000 55,QUAD,HIPS,HB
BN96-17116K	ASSY CABLE P-FFC;UE55C8000,FFC,425MM,51P
BN96-18089B	ASSY SPEAKER P;6OHM,4PIN,15W,7000/8000 5
BN96-18099E	ASSY BOARD P-IR;UD6000 55",CT5000-8720E,
BN96-18153A	ASSY HOLDER P-RING;11 LED-TV
BN96-18232E	ASSY BOARD P-TOUCH FUNCTION;UA32D6500,CT

Be sure to check for latest parts updates.

Support Information

HELP: 1-888-751-4086; 1-866-894-0637 (FE)

GSPN

<http://gspn3.samsungcsportal.com/>



<http://my.plus1solutions.net/clientPortals/samsung>

HOT TIPS

Power On Problems: (see page 2)

Video Problems: (see page 3)

Other: If the set loses internet connectivity, the remote control no longer operates, and the 3D glasses will not link to the set, verify power supply voltages. If they are normal, replace the main board as that is the only commonality between all of the failures.

FIRMWARE

6/3/2011

T-GAPAKUC

Version: 1000.9

Be sure to check for latest SW updates.

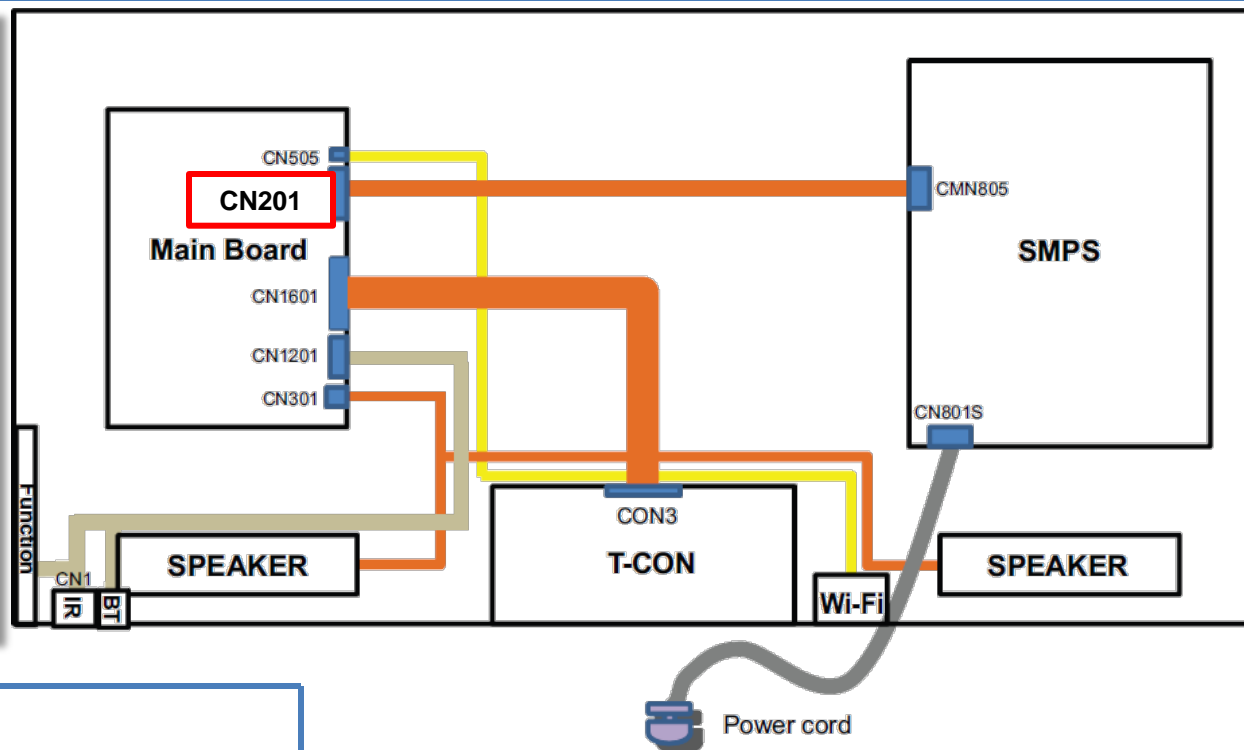
Description:

Support 3D explore and Compassion Apps.

Decrease flickering on 3D mode

CN201(to Power board)

1	B5V	15	DGND
2	SW_POWER_OUT	16	PWM_DIM2_CPLD_OUT
3	B5V	17	OVD_ON_OFF
4	A5V	18	PWM_DIM3_CPLD_OUT
5	DGND	19	OVD_LEVEL
6	DGND	20	PWM_DIM4_CPLD_OUT
7	B18VS	21	SSTT_LEFT
8	DGND	22	SDATA_LEFT
9	B18VS	23	VSYNC_IN_LEFT
10	SW_INVERTER	24	SEN0_LEFT
11	B13V	25	SCLK_LEFT
12	B13V	26	DGND
13	B13V	27	SDA_LDRX
14	PWM_DIM1_CPLD_OUT	28	SCL_LDRX



Power-Up Sequence (CN201):

1. Standby Voltage: Pin 4 (5Vdc)
2. Power-ON: Pin 2 (Low-Hi voltage transition)
3. Low Voltages: Pin 1, 3, 7, 9, 11, 12, 13
4. Backlight On: Pin 10 (5Vdc)

Forced Backlight-On Mode:

1. Disconnect Power Cord
2. Disconnect wire harness from CN201
3. Re-Connect Power Cord
4. LED Backlight should immediately turn on

TROUBLESHOOTING VIDEO PROBLEMS

1. Verify Video Operation

- Customer Picture Test (models available)
- "On Screen Display" (If OSD ok, source is suspected)
- Substitute with known good Source (external DVD or Signal Generator)

2. Use Test Patterns in Service Mode

- Select an active source signal (HDMI preferred). Test Pattern may rely on signal source to appear.
- Using customer remote: Mute+1+8+2+Power
- Using factory remote: Info+ Factory

ON SCREEN FAILURE EXAMPLES:



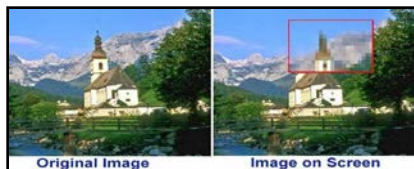
If Picture & Display errors, its likely a defective Main Board, LVDS, or T-CON



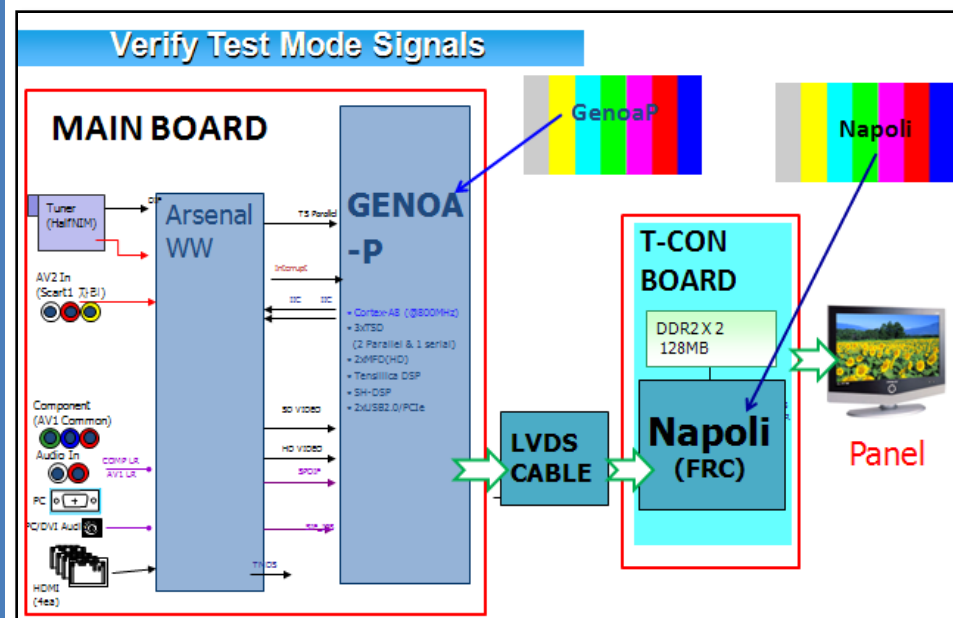
Green lines or a green screen likely caused by a defective main board, LVDS, or T-CON



Vertical or Horizontal Lines are likely a defective panel, but also T-CON, LVDS, or Main Board. Use Test Patterns in Factory Service Mode to determine error location



Pixelization can be caused by the main board, but is more commonly a source error



2011 LED TV Test Patterns

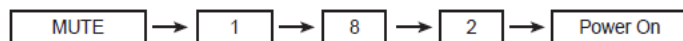
1. Select an active source signal (HDMI preferred). Test Pattern may rely on signal source to appear.
2. Access Service Mode
3. Access **SVC**
4. Access **Test Patterns**
5. Access **Genoa-P** (located on Main PCB)
6. Check Test Patterns
7. If OK, suspect input Source
8. Access **Napoli** (located on T-CON Board)
9. Check Test Patterns
10. If OK and Genoa-P was not good, suspect Main Board or LVDS Cable

ALIGNMENTS:

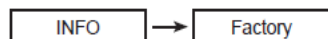
1. Check/Set Option Bytes
2. Check/Perform Firmware upgrade for all repairs
3. Perform reset in Service Mode and Plug & Play if Main is replaced
4. Inform customer all settings will reset if Main PCB is replaced

To enter Factory Mode:

- If you do not have Factory remote - control



- If you have Factory remote-control



Option	
Factory Menu Name	Data
Factory Reset	-
Type	46A2UF7E/55A2UF7E
Local set	US
Model	UD7000
TUNER	SEC_Si2173
DDR	
Light Effect	Off
Ch table	...
Country	USA
Front Color	W-Milky

Option Bytes**Software Upgrade:**

Software Upgrade can be performed by network connection or downloading the latest firmware from "www.samsung.com" to a USB memory device.

By USB

Insert a USB drive containing the firmware upgrade file. **DO NOT** disconnect the power or remove the USB drive until upgrades are complete. The TV will be turned off and on automatically after completing the firmware upgrade. When software is upgraded, video and audio settings you have made will return to their default settings.

NOTE: The displayed menu may differ depending on the model.

By Online

Upgrades the software using the Internet.

First, configure your network. If The internet connection doesn't operate properly, connection can be broken, please retry downloading. If the problem still happens, download by USB and upgrade.

- Standby mode upgrade(Off/On)

A manual upgrade will be automatically performed at selected time. Since the power of the unit is turned on internally, the screen may be turned on slightly for the LED product. This phenomenon may continue for more than 1 hour until the software upgrade is complete.

Testing Bluetooth Operation (3D glasses and QWERTY remote):

Bluetooth communication will automatically activate when the TV is turned on. To test, use a cell phone with Bluetooth capabilities, and "SCAN for devices". If Bluetooth communication is working properly, "**DTVBluetooth**" will appear on the phone. If not, suspect Main PCB, or Bluetooth module is defective.

**Message on Cell Phone**